

Policy: 1301
Procedure: 1301.10
Chapter: Communication

Rule: Complaints from the

Public/Constituent Services

Effective: 11/30/05 Replaces: 1302.01 Dated: 08/06/01

Purpose:

The Arizona Department of Juvenile Corrections (ADJC) administration and employees strive to provide timely and effective resolution of all complaints received from the public. Whenever possible, complaints shall be resolved at the entry level.

Rules:

- 1. **EMPLOYEES** shall refer all media or media-sensitive complaints to the Public Information Officer (PIO) or Chief of Legislative Policy and Community Affairs (CLPCA).
- 2. **EMPLOYEES** shall refer all complaints received from the Governor's Office or from the Arizona State Legislature to the Director or the CLPCA.
- 3. **EMPLOYEES** shall refer all complaints alleging serious misconduct by employees, volunteers, interns, contractors or juveniles immediately to the appropriate Leadership Team member who shall determine the necessity of action and/or follow-up by the ADJC Inspections and Investigations Division.
- 4. At the discretion of the **DIRECTOR**, **CLPCA**, **OR DESIGNEE** shall assign complaints received from the public to a designee that is familiar with the administration of constituent services.

Effective Date:	Approved by Process Owner:	Review Date:	Reviewed By: